

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Bearing Service Company (HQ)

Catalyst Connection

Bearing Service Company Achieves Iso 9000 Certification

Client Profile:

Bearing Service Company manufactures ball and roller bearings for the steel industry and other industrial applications. Founded in 1933, the company employs 125 people at its facility in Pittsburgh, Pennsylvania.

Situation:

Bearing Service Company (BSC) was receiving requests and, in some instances, pressure from some of its customers to pursue ISO 9000 certification. The company had been working with Catalyst Connection, a NIST MEP network affiliate, for many years and was familiar with the organization's services and capabilities. BSC asked Catalyst Connection to guide it through the ISO registration process.

Solution:

Catalyst Connection conducted a system audit and presented detailed findings to BSC. Catalyst Connection used the original audit report as the basis for its work with the BSC quality team to eliminate system non-conformances. By taking the time to carefully perfect the processes, Catalyst Connection helped BSC avoid ISO 9000 compliance audit expenses.

The company passed its audit and received ISO 9000 certification.

Additionally, the company reduced its training costs, improved management productivity as a result of fewer audits, obtained better document control, and improved information flow on the shop floor. Other benefits include improved design and reduced errors in concurrent engineering activities, rework and scrap reductions, and the establishment of a system that archives valuable company information.

Results:

Achieved ISO 9000 certification.

Reduced training costs.

Improved management productivity.

Obtained better document control.

Improved information flow on the shop floor.

Improved product design and reduced errors.

Reduced rework and scrap.

Established an archival system to retain valuable company data.

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Testimonial:

“We passed registration with one minor nonconformance. Catalyst Connection helped us plan for ISO 9000 and streamline our operations for the future.”

Robert Banks, Vice President of Operations